



Complaints and Compliments Policy and Procedure

Commitment

Portal is committed to ensure that every learning experience is as enjoyable as possible. In the event that learners, employers or stakeholders have a complaint or compliment they are provided with the opportunity to voice this.

What constitutes a complaint?

A complaint is when learners, employers or stakeholders are dissatisfied with the service they have received from Portal. Examples of this include, but are not limited to:

- Poor communication
- Unsatisfactory levels of customer service
- Inappropriate behaviour

What constitutes a compliment?

A compliment is when learners, employers or stakeholders are satisfied with the service they have received from Portal. Examples of this include, but are not limited to:

- Where Portal have exceeded expectations
- Provided excellent levels of support and customer service
- Anything that you would like to share about a positive experience Portal has provided

Process

All complaints and compliments can be made through the below form.

Complaints: <https://forms.office.com/Pages/ResponsePage.aspx?id=ldf9Jo2mXEO3f5ImjCU-ufaop-WcMfxlg1YdJamMrFtUNIFFV0g2MkwxS1ZJMTdKRzYwUkVFUVI1Ty4u>

Compliments: <https://forms.office.com/Pages/ResponsePage.aspx?id=ldf9Jo2mXEO3f5ImjCU-ufaop-WcMfxlg1YdJamMrFtUQktTVFJFSIQxRUxWQUEwN1gwMENYRkhJWS4u>